

WARRANTY POLICY



Caribbean LED Lighting Inc.

look on the BRIGHTER side

At Caribbean LED Lighting Inc. (CLL) we are very proud of our products and we are confident that you will enjoy years of very effective energy efficient lighting. Like all manufacturers we have to state clearly our Warranty Policy. All products sold by CLL have a specified warranty period. CLL will honour this warranty on any products that fail, providing they have been installed and connected properly. Once returned to our factory, our technicians will determine the cause of defect.

CLL warrants that the products are free from manufacturing defects in material and workmanship under standard use and service for a warranty period as stated on the product web page or invoice from the date of purchase by the original end user. Warranties do not extend beyond the original end user. Claimant must provide proof of date of purchase. CLL will replace, repair or provide equivalent product, or may choose to compensate the purchase price if other options are not feasible. CLL's sole liability, with respect to any defect, shall be for the replacement of the defective products once returned to factory. No one is authorized to make any other warranties on behalf of CLL, or modify this warranty, except in a separate written paper document under original signature of an executive director of CLL.

CLL WILL NOT BE ACCOUNTABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE PRODUCTS OR OTHER INDIRECT DAMAGES WITH RESPECT TO LOSS OF PROPERTY, REVENUES, LIFE OR LIMB, PERSONAL INJURY. CLAIMANT'S REMEDIES SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF NON CONFORMING PRODUCTS.

The only exceptions to our warranty policy; which we think you will agree are reasonable, are as follows:

- I. Damage due to mishandling or abuse of the product.
Note: All products should be installed by a qualified or certified electrician.

II. Incorrect wiring of products and power supplies. For example:

- Connecting low voltage 12 VDC products to main 120 VAC.
- Connecting 120 VAC products directly to a 240 VAC system and vice versa.
- Reverse connecting power supplies, power supply DC output wires connected directly to AC mains.
- Use of circuit power supply for a product.

III. Using products in an extremely hot or cold environment. For example, using without adequate heat protection and ventilation or cold environments which cause condensation.

IV. Water damage to non waterproof products. **It should be noted that only outdoor rated products should be used in applications open to the environment.**

V. Electrical power surges and low voltage (brown-out) conditions.
Note: It is highly recommended that you should consider a surge protector for the incoming A/C power line.

VI. Damage due to corrosive environments, excessive wear and tear, neglect, accident, carelessness, misuse, improper or abnormal use of the product.

VII. Damage from lightning or Electrical storms, hail, flooding, tornado, fire, wind, hurricanes.

VIII. Products or electronic components that have been modified by the user.

IX. Products used for purposes other than intended and directed.

X. Products damaged by connection to LED systems or components not purchased from Caribbean LED Lighting Inc.

Below is a guide of warranty periods for some commonly purchased products. However, the correct warranty period for your product will be noted in the product description section of your invoice.

LED **STREETLIGHTS** covered under a **10 or 20 YEAR** limited **WARRANTY**.

LED products covered under our **5 YEAR WARRANTY:**

- EXIT SIGNS
- FLAT PANELS
- HIGHBAY LIGHTS
- T8 TUBES
- TRI-PROOF LIGHTS
- WALLPACKS

LED products covered under our **3 YEAR WARRANTY:**

- CANDELABRA BULBS
- CORN LIGHTS
- DOWNLIGHTS/PANEL LIGHTS
- EMERGENCY BATTERY PACKS
- FILAMENT BULBS
- FLOODLIGHTS
- LANDSCAPE FIXTURES (BRASS)
- MINI WALLPACK LIGHT
- MR11/MR16/GU10 BULBS
- PARS
- SECURITY LIGHTS (DTD)
- T5 TUBES
- T8 FIXTURES

LED products covered under our **2 YEAR WARRANTY:**

- ARCHITECTURAL LIGHTS
- DECK LIGHTS
- GU10 WALL LIGHTS

LED products covered under our **1 YEAR WARRANTY:**

- BLISSLIGHTS
- CONTROL & AUTOMATION
- ECO 2 A19s BULBS
- LUCI LIGHTS
- MOSQUITO LANTERNS
- READING/ TABLE LAMPS
- RIBBON & POWER SUPPLIES
- STRING LIGHTS
- TRACK & ACCESSORIES